

Division of Medical Assistance Programs

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DMAP Operations Section

Authorized Signature

Number: DMAP-IM-09-045
Issue Date: 4/13/2009

Topic: Medical Benefits

Subject: MMIS Error – Clients disenrolled from Medical and Dental plans inappropriately

Applies to:

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message:

DMAP has been made aware of a serious MMIS error. This error caused most clients to be disenrolled from their Medical and Dental plans.

We are working on fixing this problem as soon as possible. Until this error is resolved, please take the following actions for clients whose enrollments were ended inappropriately and **who have an emergent need** to see a medical or dental plan provider **today**:

- **Providers** – Call the managed care plan if known or contact the Provider Services Unit at:
 - dmap.providerservices@state.or.us or in GroupWise at ProviderServices, DMAP
 - 800-336-6016 (M-F, 8-4:45)
- **Clients or DHS Staff for clients** – Email the Client Services Unit at:
 - dmap.clientservices@state.or.us or
 - In GroupWise at ClientServices, DMAP

Staff – Please hold enrollment for new clients until the issue has been resolved.

We will send another transmittal once this error has been resolved.

If you have any questions about this information, contact:

Contact(s): See contact information above